



PhysioXtra

ABOUT

In March 2021, 16 PhysioXtra staff participated in Maven's face-to-face tailored disability awareness training. Training content included disability models and language, how to guide someone who is blind, how to conduct informal access and inclusion checks and how to manage common customer service scenarios for people with disability. Participants included Senior Managers, Customer Service and Admin staff and allied health clinicians.

PROJECT TEAM

Project Manager Alex Kay
Mavens Michael Zannis
Charles Brice

OUTCOMES

Outcomes of the training included:

- Participants increased their self-ratings of knowledge, skills, and confidence in communicating and interacting with people with disability by an average of 3 points
- 100% of participants deemed the training to be valuable and relevant to the needs of PhysioXtra
- Key learnings from the participants included the recognition that people with disability are people first, that it is ok to ask questions and to not be afraid of making a mistake
- Participants rated the training as being highly effective with 86% rating the training a 10 out of 10.

TESTIMONIALS

"It broke down some barriers of preconceived perceptions I had. Particularly in the area of language and how to address people. There was a concern prior to the session of me offending (without intention) by using language that may be less appropriate than what is expected. Also, the section on inspiration-porn, in praising people for basically doing a normal activity that isn't really out of the ordinary made me rethink that whole notion. I probably have been guilty of that in the past so that was a good learning point for me."

"It was directly relevant. It assisted us to identify potential physical / institutional factors that could help make the facility a more inclusive workplace and helped to identify our own individual assumptions about people with disability."

"Just keep doing what you are doing. Your company is truly changing people's perceptions for the better which in turn will change the treatment of people with disabilities."

"Only positive feedback. Alex, Charles, and Michael made everyone feel very relaxed and created an environment where people felt comfortable to ask questions even if they were not sure they were appropriate. The real-life experiences that Michael and Charles could relay to us were extremely valuable as a learning tool."